



Solicitation Information
October 18, 2016

RFP# 7551066

TITLE: ACI Library Automation Project

SUBMISSION DEADLINE: November 15, 2016 at 2:00 PM (ET)

PRE-BID/ PROPOSAL CONFERENCE: NO

Questions concerning this solicitation must be received by the Division of Purchases at gail.walsh@purchasing.ri.gov no later than Friday, October 28, 2016 at 5:00 PM (ET) . Questions should be submitted in a <i>Microsoft Word attachment</i> . Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.
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SURETY REQUIRED: NO

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GAIL WALSH
CHIEF BUYER
Division of Purchases
RI Department of Administration

Vendors must register online at the State Purchasing Website at www.purchasing.ri.gov

NOTE TO VENDORS:

Offers received without the entire completed three-page R.I.V.I.P. Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 -- INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Corrections, is soliciting proposals from qualified firms to: Provide a Web-based fully Integrated Library Management System (ILS) for ACI Library Operations. The project will start with a licensee for 2 end users, but must have the potential for growth and expansion of services for 7-8 satellite locations within the RIDOC Campus. Any contractual agreement with vendor provider will include technical service/help desk, software maintenance - updates/upgrades when applicable, and Data backup. The ILS package will provide management of cataloging / OPAC, circulation, periodical/serial control, and patron information. The database will support standard MARC / MARC 21 authorities format, Z39.50 and Unicode compliance and SQL functionality, in accordance with the terms of this Request for Proposals (RFP) and the State's General Conditions of Purchase (available at: www.purchasing.ri.gov).

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential respondents are advised to review all sections of this solicitation carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the respondent. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division of Purchases.

RFP: ACI Library Automation Project

7. It is intended that an award pursuant to this RFP will be made to a prime vendor who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W-9, downloadable from the Division of Purchases' website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Bidders are advised that all materials submitted to the State for consideration in response to this Request for Proposal will be considered to be Public Records, as defined in Title 38, Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP. It is the responsibility of all potential offerors to monitor the website and be familiar with any changes issued as part of an addendum.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1
Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090 or Raymond.Lambert@doa.ri.gov.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the successful vendor(s).*
14. The respondent should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Compliance Officer at (401) 574-8670 or Dorinda.Keene@doa.ri.gov, or visit the website at www.mbe.ri.gov.

RFP: ACI Library Automation Project

15. It is the responsibility of the vendor to ensure that all subcontractors meet all Federal and State laws and regulations including Health Insurance Portability & Accountability Act (HIPAA) requirements and that the appropriate business agreements are in place.
16. Per the Federal Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, Part 200, Subpart D, §200.331 relating to the new risk assessment process, the successful offeror will be required to submit to the Rhode Island Department of Corrections, if applicable as determined by the Rhode Island Department of Corrections, any material weakness findings against the vendor and/or subcontractor(s) with an approved corrective action plan(s), in order for a submission to be considered. An updated/current status report on the corrective action plan(s) must also accompany the submittal.
17. The successful offeror may be required to certify to the Rhode Island Department of Corrections that it is in compliance with applicable civil rights laws and regulations. These laws and regulations relate to issues concerning Equal Employment Opportunity (EEO), Limited English Proficiency (LEP), and other anti-discrimination laws. The successful offeror may also be required to prepare an Equal Employment Opportunity Plan. A certification of assurances form will be provided to you upon notification of tentative award. Further information regarding these assurances can be found by visiting the U.S. Department of Justice, Office of Justice Programs, Civil Rights website at <http://www.ojp.usdoj.gov/about/ocr/eeop.htm>

RFP: ACI Library Automation Project

SECTION 2 -- BACKGROUND AND PURPOSE

BACKGROUND:

The Central ACI Library provides comprehensive library services to the inmate population of RI DOC. Services include, but not limited to – research (legal and general reference), collection development, statistical reporting, and teaching; plus overseeing the maintenance of all facility library collections (law and recreational reading) and supervision of facility clerks. In order for the Central Library to optimize administrative and operational procedures, it is imperative that we move into the 21st century with the initiation of a fully Integrated Library System (ILS), automating daily operations and streamlining electronic cataloging of the Central Library Office.

Specific Requirements:

The proposed ILS –Integrated Library System, must demonstrate the following Elements / MODULES and Functionality.

1. Catalog Management:
 - a. MARC / MARC 21 Authorities standard format.
 - i. Allow for Multiple Classifications (Dewey & LC).
 - ii. Allow both ISBN & ISSN authority control of bibliographic records.
 - b. OPAC / Future Network capabilities.
 - c. Z39.50 Compliant.
 - d. Allow for import “copy” cataloging records & unique cataloging.
 - e. Allow for standard & user defined subject headings / descriptors.
 - f. Allow for added user defined fields / indexes (searchable).
 - g. Allow for Multiple Copies AND Multiple Locations.
 - i. Allow for adding or deleting copies to an existing record.
 - ii. Allow copies to be “marked” as damaged, withdrawn, missing, replaced etc.
 - h. Allow for data common to more than one record to be duplicated for a succession of records.
 - i. Allow for copy & paste.
 - j. Allow Global / bulk Changes.
 - k. Generate Authority lists – user-defined / pre-defined.
 - l. Subject Heading Authority Control capability (across multiple classifications).
2. Circulation Management (CMS / patron management):
 - a. Generate Notices (overdue).
 - b. Loan periods –predefined / user-defined override.
 - c. Allow for “Administrative Blocks” due to outstanding fines or over dues.
 - d. Allow for Record / Client status (active / inactive) to fluctuate.
 - i. Status codes customizable.
 - e. Usage statistics.
3. Usability:
 - a. User interface should be clean / friendly, intuitive and easy to navigate
 - b. Able to move freely (seamlessly) across all functions with data-link between records (no data redundancy).
4. Periodicals / Serials Management
 - a. Check-in & prediction of issues utilizing a wide-range of publication patterns.

RFP: ACI Library Automation Project

- b. Allow for Multiple Copies of titles & Multiple Locations for distribution.
- 5. Search Functionality:
 - a. Supports SQL / SSIS functionality.
 - b. Allow keyword & Boolean searching across all defined fields or indexes.
- 6. Report Functionality:
 - a. Pre-package AND User defined (custom capabilities).
 - b. Statistical reporting – display Chart options (pie charts, bar charts).
 - c. Report printing to screen & print / saving reports in e-format.
- 7. Barcode scanning.
- 8. Unicode Compliant.
- 9. Web-based (cloud-based):
 - a. Initial licensing for 2 end-users with potential to expand user group.
 - b. Security: Allow for levels of access – user defined; password protected.
 - c. Back-ups: automatic & user initiated.
 - d. Software maintenance / updates (automatic): any updates should not adversely affect any customizations.
 - e. Clearly defined ongoing costs for software & customer / technical support.
- 10. Customer / Technical Support 24/7:
 - a. Database ready: import/export assistance from current databases.
 - b. Helpdesk & documentation, tutorials available online.

The vendor must possess extensive prior experience in ILS software–Integrated Library Systems and Cloud-Based Solutions. Further experience in ILS implementation for prison libraries would be helpful but not required.

RFP: ACI Library Automation Project

SECTION 3 -- SCOPE OF WORK

REQUIREMENTS:

General Scope of Work: The contractor will be well versed in the needs and requirements of library operational procedures. The vendor will be able to provide software demonstrations and references of other organizations that have utilized the software. The vendor will provide a database-ready system - meaning they will assist in all import/export of data, and any required training, documentation or tutorials will be provided; until which time the ACI Central Library is completely operational.

Specific Activities / Tasks:

Deliverables:

RIDOC Responsibilities: RIDOC has software compatible computer systems and maintains high-speed internet access. We are to maintain budgetary means for ongoing upgrades, customer support and Web server hosting service.

Contractor Responsibilities: Any vendor contractual agreements will be clearly defined and provide proof of stable and consistent user access, optimal data security, include software maintenance, upgrades, and data back-ups. Customer and technical support must be 24/7 and ongoing costs of customer service and software maintenance must be clearly defined.

The contractor provides all associated clerical work – anything that may not be clear from the Specific Activities or tasks section above.

Security Requirement: Employees of contractors who must gain entrance into correctional facilities are subject to police record checks; the Department of Corrections retains the right to refuse entrance to contractor employees with felony convictions. Access to correctional facilities also requires adherence to rigid security rules as far as property search, contact with inmates, etc.

RFP: ACI Library Automation Project

SECTION 4 -- TECHNICAL PROPOSAL

Narrative & format: *The separate technical proposal should address specifically each of the required elements:*

1. **Staff Qualifications** – The vendor must possess extensive prior experience in ILS software–Integrated Library Systems and Cloud-Based Solutions, along with being well versed in library operation procedures. Further experience in ILS implementation for prison libraries would be helpful but not required.
2. **Capability, Capacity, and Qualifications of the Offeror** – Provide a detailed description of the contractor’s experience. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided.
3. **Work Plan** – Outline of project time frame within which requested services will be performed – from software implementation, data migration, training if applicable, to fully operational.
4. **Approach/Methodology** – {OPTIONAL}

RFP: ACI Library Automation Project

SECTION 5 -- COST PROPOSAL

Detailed Budget and Budget Narrative: Provide a proposal for fees charged reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project. Explain the basis and rationale of your fee structure. Alternative fee schedule proposals will be considered; however, you must provide an understandable fee structure and explain the benefits of the alternative approach.

COST PROPOSAL SUMMARY

Offeror:	
Address:	
Taxpayer ID#	
Authorized Agent	
Title	
Telephone & Fax #	
E-mail	

Cost Proposal:

Please specify in detail:

Any vendor contractual agreements will be clearly defined and provide proof of stable and consistent (Cloud-based) user access, optimal data security, include annual software maintenance costs, upgrades, data migration and back-ups, and any other additional costs associated with project.

RFP: ACI Library Automation Project

SECTION 6 -- EVALUATION AND SELECTION

Proposals will be reviewed and scored by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or more will be evaluated for cost and assigned up to a maximum of 30 points in that category, bringing the potential maximum score to 100 points.

The Department of Corrections reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based on the following criteria:

Criteria	Possible Points
Staff Qualifications (Provide staff resumes / core values and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field).	10 Points
Capability, Capacity, and Qualifications of the Offeror (Provide a detailed description of the Vendor's experience. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided).	25 Points
Quality of the Work plan (Describe in detail, the framework within which requested services will be performed).	10 Points
Customer-Technical Support (Provide 24/7 support for any software – technical issues. Provide training, if applicable, manuals and/or any software learning materials needed.).	25 Points
Total Possible Technical Points	70 Points
Cost [calculated as (lowest responsive cost proposal) divided by (this cost proposal) times 30 points]	30 Points
Total Possible Points	100 Points

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

RFP: ACI Library Automation Project

Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal.

SECTION 7 -- PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at gail.walsh@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7551066** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 222-3766 or lynda.moore@doit.ri.gov.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses {**an original (1) plus four (4) copies**} should be mailed or hand-delivered in a sealed envelope marked “**RFP#7551066 Library Cataloging Software**” to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the previously referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses should include the following:

1. A completed and signed three-page R.I.V.I.P generated **bidder certification** cover sheet -- downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov
2. A completed and signed **W-9** downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov

RFP: ACI Library Automation Project

3. A **letter of transmittal** signed by the owner, officer, or authorized agent of the firm or organization, acknowledging and accepting the terms and conditions of this Request, and tendering an offer to the State.
4. A **separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to six (6) pages (this excludes any appendices). As appropriate, resumes of key staff who will provide services covered by this request.
5. A **separate signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
6. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in ***electronic format*** (**CDRom, diskette, or flash drive**). Microsoft Word / Excel or PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

SECTION 8 - CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for the award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions Purchases / General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>